



**Australian Government**

# **SIF20113 Certificate II in Funeral Operations**

**Release 1**

## **SIF20113 Certificate II in Funeral Operations**

### **Modification History**

Not applicable.

### **Qualification Description**

This qualification reflects the role of individuals who perform a range of skilled operations in a cemetery or crematorium.

Individuals in these roles work relatively autonomously, participate in teams and may coordinate and supervise others. They require discretion and judgement in the provision of service and contingency measures. Knowledge and application of funeral services industry protocols is required when dealing with the bereaved.

These individuals, depending on their expertise, may work in:

- cemeteries or crematorium, providing sales and customer services and scheduling burial or cremation operations
- cemeteries, coordinating staff in the preparation and reinstatement of burial sites and associated burial works
- crematorium, performing cremations.

No licensing, legislative or certification requirements apply to this qualification at the time of publication.

## Packaging Rules

14 units must be completed:

- 4 core units
- 10 elective units consisting of:
  - a minimum of 6 elective units must be selected from the elective units listed below
  - a maximum of 4 elective units, first packaged at AQF level 2, 3 or 4, may be selected from elsewhere in SIF Funeral Services Training Package, or any other current Training Package or accredited course. Refer to the AQF packaging of Funeral Services units in the Companion Volume Implementation Guide.

In all cases, selection of electives must be guided by the job outcome, local industry requirements and the characteristics of this qualification (as per the AQF descriptors).

### Core units

SIFXCSS001	Provide service to clients
SIFXIND002	Work effectively in the funeral services industry
SIFXIND003	Deal with grief responses
SIFXWHS003	Implement and monitor work health and safety procedures

### Elective units

#### *Administration and Quality*

SIFXADQ001	Control and order goods
SIFXADQ002	Conduct internal quality audits
BSBFIA301A	Maintain financial records
BSBRKG304B	Maintain business records
BSBWOR204A	Use business technology

#### *Burial and Cremation*

SIFCBCR001	Bury coffins and caskets
SIFCBCR004	Cremate coffins and caskets
SIFCBCR005	Memorialise cremated remains

#### *Cemetery and Crematoria Administration and Coordination*

SIFCCAC001	Coordinate burial site preparation and reinstatement
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- SIFCCAC002 Schedule burials or cremations
- SIFCCAC003 Coordinate the collection or memorialisation of cremated remains
- SIFCCAC004 Maintain and care for historical records
- SIFCCAC005 Coordinate chapel operations
- SIFCCAC006 Manage lift and reposition or deepen operations

### ***Client Service and Sales***

- SIFXCSS002 Advise on funeral and burial products and services
- SIFXCSS003 Advise on pre-need funeral and burial products and services
- SIFXCSS004 Coordinate interaction with clients

### ***Industry***

- SIFXIND004 Participate in industry networks

### ***Management and Leadership***

- SIFXMGT001 Coordinate teams
- SIFXMGT002 Coordinate staff

### ***Marketing and Public Relations***

- SIFXMPR001 Implement marketing and promotional activities
- SIFXMPR002 Make presentations to community groups

### ***Training and Education***

- TAEDEL301A Provide work skill instruction

### ***Work Health and Safety***

- HLTFA311A Apply first aid
- SIFCWHS001 Identify hazards and assess risks in a cemetery or crematorium
- SISXEMR201A Respond to emergency situations

## **Qualification Mapping Information**

SIF30108 Certificate III in Cemetery and Crematoria Operations

### **Links**

Companion Volume Implementation Guide - <http://www.serviceskills.com.au/resources>